IT Florida Awards Gala and Tech Forum
Nomination Form
Government Technology Leadership Award

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Parent company: Miami-Dade County
Type of Company: county government

Employee Electronic Fileroom

Provide an executive summary of the IT initiative or solution:

Using the capabilities of an Electronic Document Management System (EDMS), Miami-Dade
County's Employee Relations Department (ERD), has begun to turn their paper file room into bits
and bytes. By optically scanning, indexing and storing literally millions of pieces of paper, ERD is
saving space, trees and money. Adding to the scanning initiative is a workflow component that
will allow the county to automate the handling of certain documents online, from beginning to end.
What does this mean? Paper need not be generated at all.

Describe how the initiative or project has contributed to the agency's mission
accomplishment. How has it improved the delivery of governmental services?
How has it improved the cost effectiveness of the agency?

ERD's central file room is filled with over 45,000 employee folders jam packed with documents
that track the employee's career with the county. With some folders expanding up to 2 inches
thick, this totals about seven million individual documents. But it doesn't stop there. Most
departments maintain their own employee files (although not considered the 'official copies')
essentially duplicating much of the information found in the ERD file room.

Enter technology, with a solution called Electronic Document Management (EDMS).   This
technology was applied to optically image the contents of the employee files, create intelligent on-
line data entry forms, and automate the workflow and approval process. Using Identitech, the
county's enterprise standard for this technology, the contents of an employee's folder are now
available online to those with the requisite security access. Access to certain items found in the
folder can be blocked if one does not have the required level of security.

In the case of Personnel Change Documents (PCD's), departments are able to enter information,
such as promotions and transfers, into an online form, which then undergoes an electronic routing
process to obtain necessary approvals. When finalized, the form becomes part of the employee's
electronic folder. The new system has been rolled out countywide to all Departmental Personnel

Officers, who are now able to view employee files online. In addition, the information in an employee's file is synchronized daily with the county's mainframe based payroll system.

And more is to come! This represents only a pilot of the EDMS technology, and based on the successes realized thus far, ERD has plans to put more info online. In the coming months, employee self services will be provided which will empower employees to access their own files and update information such as death beneficiary forms and change of address, to name a few.

Set forth any key facts and statistics that demonstrate the impact and effectiveness of the project or initiative.

The benefits and results of this type of technology are impressive. The entire process is paperless, secure, reduces data entry by approx. 40%, allows for immediate location of documents and frees up vast quantities of expensive office space. In addition, authorized users can access an employee's folder to obtain the most current and accurate information, thereby reducing the need to store duplicate files in departments, or spend hours on the phone trying to track down the status of any given personnel action.

The implementation of EDMS by the Employee Relations Department has already resulted in cost savings and operational efficiencies. Office space savings are estimated at $45,000 per year for the central file room alone. Additionally, the automation of system generated PCD's (PCD's that are produced in mass as a result of Cost of Living Adjustments and other countywide action) will allow ERD to reassign three clerks, previously dedicated to the filing of over 90,000 documents each year, to address unmet needs in other areas of the department.

Provide any other information (limited to 5 pages) that supports the nomination of the application.